

CUSTOMER SERVICE REQUEST (CSR) SYSTEM

Training Guide

December 2016
Revised May 2017
Revised July 2017

CALIFORNIA DEPARTMENT OF TRANSPORTATION

Table of Contents

Contents

TABLE OF CONTENTS	3
INTRODUCTION	5
WHAT IS A CSR?	5
PURPOSE OF THE CSR SYSTEM	5
SPECIAL INSTRUCTIONS	6
ADOPT-A-HIGHWAY (AAH) ROLE & CSR	6
AMERICANS WITH DISABILITIES ACT (ADA)	6
“OTHER DIVISIONS”	7
CSR FORMS	8
EXTERNAL/PUBLIC-FACING CSR FORM	8
<i>External CSR Form</i>	8
<i>Internal CSR Form</i>	8
INTERNAL/ONRAMP CSR FORM FOR CALTRANS EMPLOYEES	9
LOGGING IN TO THE CSR SYSTEM	10
LOGIN	10
ADMIN LOGIN	11
GUEST LOGIN	11
CSR FLOWCHART	12
CSR INTAKE INSTRUCTIONS	13
CSR PROCESSING INSTRUCTIONS	14
STANDARD CSR RESPONSES	21
GENERAL RESPONSE	21
RESPONSES WITHIN CALTRANS JURISDICTION	22
<i>Traffic Lighting – Possible Wire Theft</i>	22
<i>Graffiti</i>	22
<i>Litter Removal</i>	23
<i>Claims</i>	23
<i>Illegal Encampment Removal</i>	24
<i>Sign Replacement</i>	24
<i>Traffic Safety Lighting</i>	25
<i>Striping, Reflective Lane Markers</i>	25
<i>Duplicate from One Individual</i>	25
<i>Generic Closing Paragraph to address CSRs older than 12/31/15</i>	26
RESPONSES OUTSIDE OF CALTRANS JURISDICTION	27
<i>Illegal Encampment Removal – outside of Right-of-Way Area</i>	27
<i>County or City Responsibility</i>	27
<i>Rail Responsibility</i>	28
<i>Flood Control</i>	28
<i>Soundwall</i>	28
<i>Call Boxes</i>	29

VIEW CSR TICKETS AND DOWNLOAD.....	30
CSR REPORTING.....	32
SYSTEM GENERATED	32
DATA GENERATED	33
<i>Sample Report: All CSR Tickets Received</i>	<i>33</i>
<i>Sample Report: Average Days to Respond and Close Tickets</i>	<i>34</i>
ADMINISTRATIVE	35
ADD A NEW USER.....	35
UPDATE USER INFORMATION	37
DELETE USER	38
LOGGING OUT	39
APPENDIX A - ROLE ACRONYMS AND DEFINITIONS.....	40
APPENDIX B - CSR INTAKE FORM.....	41

Introduction

What is a CSR?

A Customer Service Request (CSR) is the electronic form available to California's traveling public that allows them to communicate concerns with the State Highway System, such as potholes, graffiti, damaged signs, or signals.

To create a CSR ticket, the public is directed to the **external** (Internet) CSR website, <https://csr.dot.ca.gov>, where they fill out the electronic form.

To create a CSR ticket, employees are directed to the **internal** website (intranet), <https://csr.dot.ca.gov/admin/> where the employee fills out the electronic form for the customer. The internal portal is to be used when a complaint about the State Highway System comes to Caltrans by telephone, letter, or in-person contact.

Purpose of the CSR System

The CSR System offers the traveling public with a way to effectively communicate concerns with the California State Highway System. The CSR System also provides real-time reporting, accurate data tracking, and a central place to gather historical data regarding public complaints about our highways. Properly opening, assigning, and closing tickets will benefit the Department's goals of being more transparent, while attempting to close tickets within 30 days.

Special Instructions

This section outlines instructions to process CSRs with specific designations.

Adopt-A-Highway (AAH) Role & CSR

The AAH code in the CSR is for AAH contractors to report AAH signs that need to be repaired or replaced. CSR tickets will be opened when an AAH concern is sent through the CSR system. Caltrans' goal is to have the necessary work completed in a timely manner.

The Customer Service Liaison (CSL) will forward all AAH concerns to the district AAH coordinator for review. An Integrated Maintenance Management System (IMMS) Service Request is not required. The AAH Coordinator will ensure all AAH Program requirements are met and that required work is performed. The CSL should track the ticket using the same process as "other divisions," which is explained below. A list of AAH Coordinators is available here <http://adopt-a-highway.dot.ca.gov/coordinators.htm>

Americans with Disabilities Act (ADA)

The HQ ADA Infrastructure Program began receiving and processing ADA Grievances using the CSR system January 2016 through July 16, 2017. On July 17, 2017 an ADA System was launched to specifically address ADA requests.

Although the CSR home page refers customers to the ADA online grievance form, customers might submit an ADA request into the CSR system. If the CSL finds a request that is not noted as ADA, but refers to a broken or missing curb ramp, please email the ADA Program at ada.compliance.office@dot.ca.gov. The ADA Program will review and confirm if the ADA Program will handle the request.

If there is a request submitted to install Accessible Pedestrian Signals (APS) the CSL will refer this request to the district Traffic Operations Division.

If there is a request to repair an APS unit, the CSL will refer this request to the district Maintenance Division.

“Other Divisions”

The CSL will route non-maintenance CSR tickets to the proper division program personnel, document, monitor, and follow up with appropriate division contacts. The appropriate division should be selected in the CSR system, and the ticket should remain open until work is completed. The date opened, ticket number, status, date closed, and other relevant information should be recorded on a spreadsheet and checked monthly for progress. The CSL will also inform the customer of the initial time estimate for the work to be completed and will follow up with the customer when work is completed. Please see flow chart on page 11 for proper work flow regarding these types of tickets. The spreadsheet template is available from the Headquarters Customer Service Officer (CSO) in Public Affairs.



Compose e-mail

Commitment

Division:

- Select Division:
- Construction
- Maintenance
- Traffic Ops
- No Commitment

	A	B	C	D	E	F	G	H	I	J	K	L
1	Division	Type	Contact Name and phone	MSR #	SR #	Date Opened	30 Follow Up	60 Follow Up	90 Follow Up	Date Closed	Customer Contact	Comments
2	Construction	Roadway	Joe Smith 916-555-5555	123456	456788	5/9/2017	6/15/2017	7/15/2017	8/15/2017	8/28/2017	Tom Thompson 916-555-5555	rough patch after shoulder work is done in September. Notified customer of ETC on 5/13. Closed ticket and notified customer
3	Traffic Ops	Ramp Meter	Ben Smith 916-555-5555	123457	456789	5/10/2017	6/15/2017			6/21/2017	Eric Erikson eerickson@g mail.com	5/12 Ben said he'd fix it in June. Notified customer of ETC 5/13. Notified customer and closed ticket on 6/21

CSR Forms

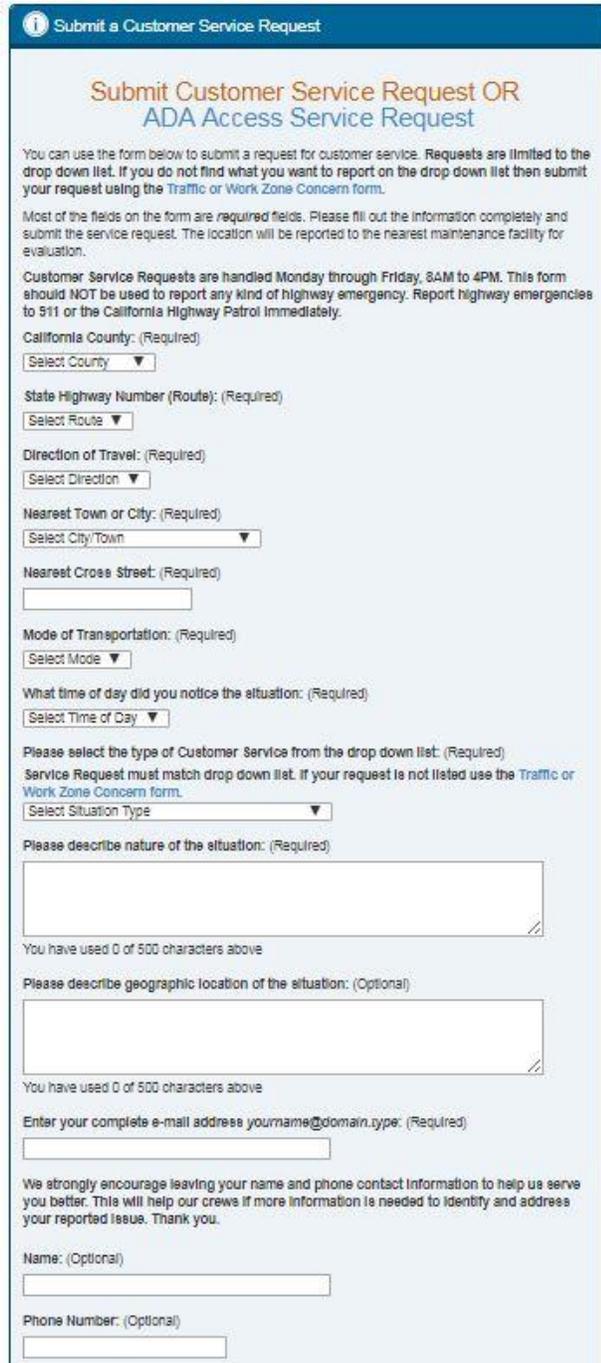
External/Public-Facing CSR Form

The CSR form (**Figure 1 – External CSR Form** to the right) is available to the public on the main dot.ca.gov webpage under **Online Services**. This form is what the travelling public can use to submit requests for maintenance or repairs on the California State Highway System.

Note that Caltrans email addresses are not accepted on the external form. If you are an employee, please use the internal form to submit a public request received by telephone, letter, social media, or in-person contact.

External CSR Form
The external public form can be found at <https://csr.dot.ca.gov/>.

Internal CSR Form
The internal portal can be found at <https://csr.dot.ca.gov/admin/>.



Submit a Customer Service Request

Submit Customer Service Request OR ADA Access Service Request

You can use the form below to submit a request for customer service. Requests are limited to the drop down list. If you do not find what you want to report on the drop down list then submit your request using the [Traffic or Work Zone Concern form](#).

Most of the fields on the form are required fields. Please fill out the information completely and submit the service request. The location will be reported to the nearest maintenance facility for evaluation.

Customer Service Requests are handled Monday through Friday, 8AM to 4PM. This form should NOT be used to report any kind of highway emergency. Report highway emergencies to 911 or the California Highway Patrol immediately.

California County: (Required)
Select County ▼

State Highway Number (Route): (Required)
Select Route ▼

Direction of Travel: (Required)
Select Direction ▼

Nearest Town or City: (Required)
Select City/Town ▼

Nearest Cross Street: (Required)
[Text Field]

Mode of Transportation: (Required)
Select Mode ▼

What time of day did you notice the situation: (Required)
Select Time of Day ▼

Please select the type of Customer Service from the drop down list: (Required)
Service Request must match drop down list. If your request is not listed use the [Traffic or Work Zone Concern form](#).
Select Situation Type ▼

Please describe nature of the situation: (Required)
[Text Area]
You have used 0 of 500 characters above

Please describe geographic location of the situation: (Optional)
[Text Area]
You have used 0 of 500 characters above

Enter your complete e-mail address yourname@domain.type: (Required)
[Text Field]

We strongly encourage leaving your name and phone contact information to help us serve you better. This will help our crews if more information is needed to identify and address your reported issue. Thank you.

Name: (Optional)
[Text Field]

Phone Number: (Optional)
[Text Field]

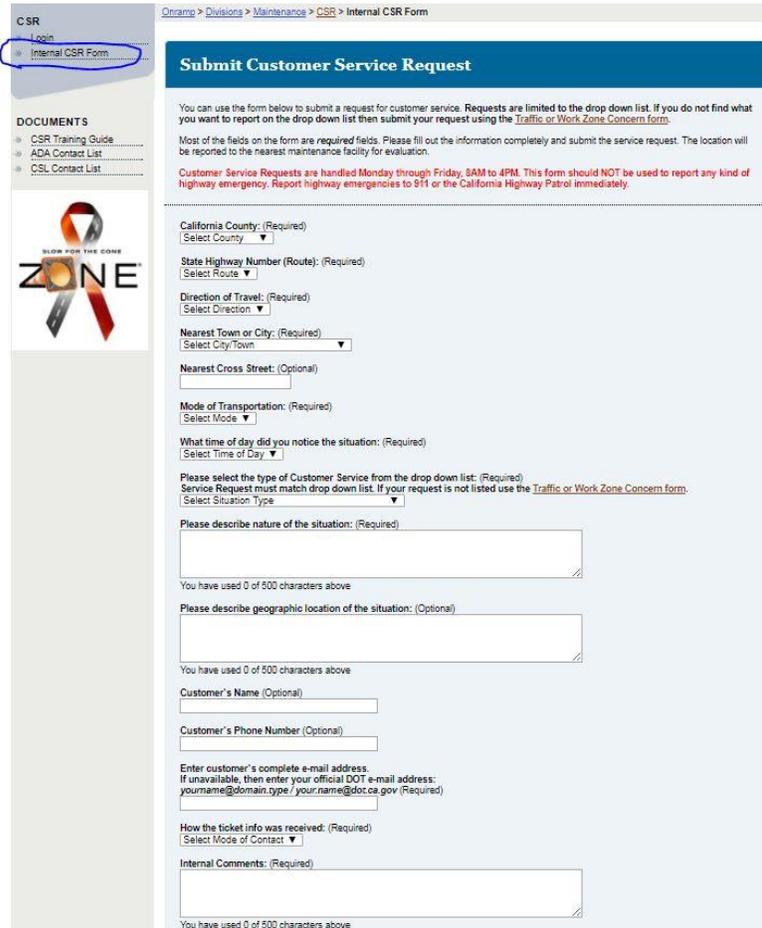
Figure 1 – External CSR Form

Internal/Onramp CSR Form for Caltrans Employees

The internal CSR form (**Figure 2 – Internal CSR Form** below) will be used to track CSR requests received on behalf of the public by telephone, written letter, in person, social media, or other methods.

The Internal form is the same as the external form, but has two extra fields:

- The first field is the method received (phone, in person, etc.).
- The second field will be used to add internal comments such as customer name, phone number, etc.



Onramp > Divisions > Maintenance > CSR > Internal CSR Form

Submit Customer Service Request

You can use the form below to submit a request for customer service. Requests are limited to the drop down list. If you do not find what you want to report on the drop down list then submit your request using the [Traffic or Work Zone Concern form](#).

Most of the fields on the form are required fields. Please fill out the information completely and submit the service request. The location will be reported to the nearest maintenance facility for evaluation.

Customer Service Requests are handled Monday through Friday, 8AM to 4PM. This form should NOT be used to report any kind of highway emergency. Report highway emergencies to 911 or the California Highway Patrol immediately.

California County: (Required)
Select County ▼

State Highway Number (Route): (Required)
Select Route ▼

Direction of Travel: (Required)
Select Direction ▼

Nearest Town or City: (Required)
Select City/Town ▼

Nearest Cross Street: (Optional)
Text Input

Mode of Transportation: (Required)
Select Mode ▼

What time of day did you notice the situation: (Required)
Select Time of Day ▼

Please select the type of Customer Service from the drop down list: (Required)
Service Request must match drop down list. If your request is not listed use the [Traffic or Work Zone Concern form](#).
Select Situation Type ▼

Please describe nature of the situation: (Required)
Text Input
You have used 0 of 500 characters above

Please describe geographic location of the situation: (Optional)
Text Input
You have used 0 of 500 characters above

Customer's Name (Optional)
Text Input

Customer's Phone Number (Optional)
Text Input

Enter customer's complete e-mail address.
If unavailable, then enter your official DOT e-mail address:
yourname@domain.type / your.name@dot.ca.gov (Required)
Text Input

How the ticket info was received: (Required)
Select Mode of Contact ▼

Internal Comments: (Required)
Text Input
You have used 0 of 500 characters above

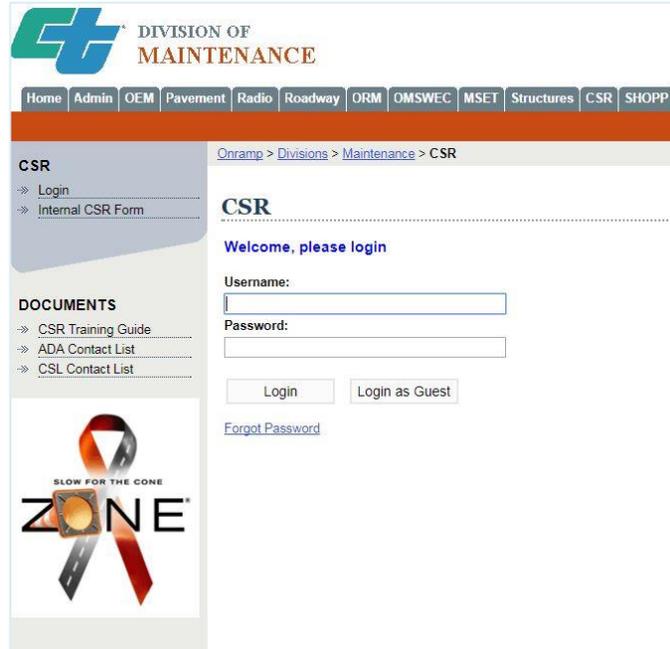
Figure 2 – Internal CSR Form

Logging in to the CSR System

Any employee who has access to Caltrans' Intranet/Onramp has the ability to sign in as a **Guest**, and can locate specific tickets in the system to see any progress or can download data for analysis.

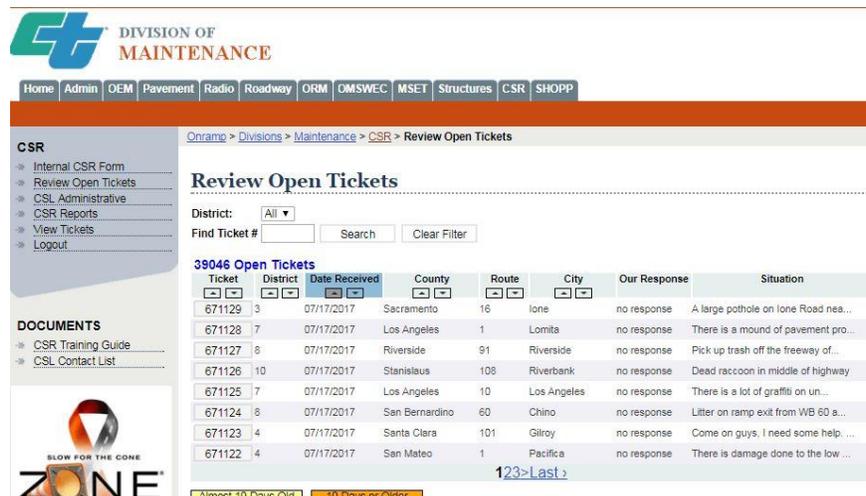
CSR Login IDs are required for Caltrans employees who respond to CSR tickets. This is typically the CSL or Headquarters Administrator (ADMIN). If a supervisor or other user needs to be included on a ticket, you may add specific email contacts to bcc when communicating about an assigned ticket. If an email contact has any problems with the system, a CSL or ADMIN can sign in administratively to resolve the issue.

The CSL logs in to the CSR system with his or her user name (usually an "s" number) and password to view and respond to open tickets in their district and to update employee email bcc information or passwords. The CSR Welcome page is <https://csr.dot.ca.gov/admin/>



Login

When a CSL logs in to the CSR System, they will see the "Review Open Tickets" screen. These tickets can be responded to directly, assigned to a different district, or directed to the appropriate Caltrans employees to resolve the issue. The CSL can also use the Administrative link to update other users' information and access CSR Reports.



ADMIN Login

When an ADMIN logs in to the CSR System, they will be directed to the CSR Reports screen. ADMIN is able to make changes to existing accounts or create new accounts in the system. Various automated reports are available.



Guest Login

Anyone with access to Caltrans' Onramp/Intranet can log in as a guest. A guest will see the "View Tickets" screen. Guests can find an individual ticket with the specific ticket number or download CSR ticket data in a single Excel file. Various filters can be used to narrow a search and reduce data size



Note: The ticket numbers began with the number 500,000 in March of 2010.

View Tickets

Filter

Ticket #

Customer Service Requested

Email

Processed By

Clear Filter

Status

District County Route

Our Response

Division

IMMS Service Request #

170448 tickets

Date (mm/dd/ccyy)

From (mm/dd/ccyy)

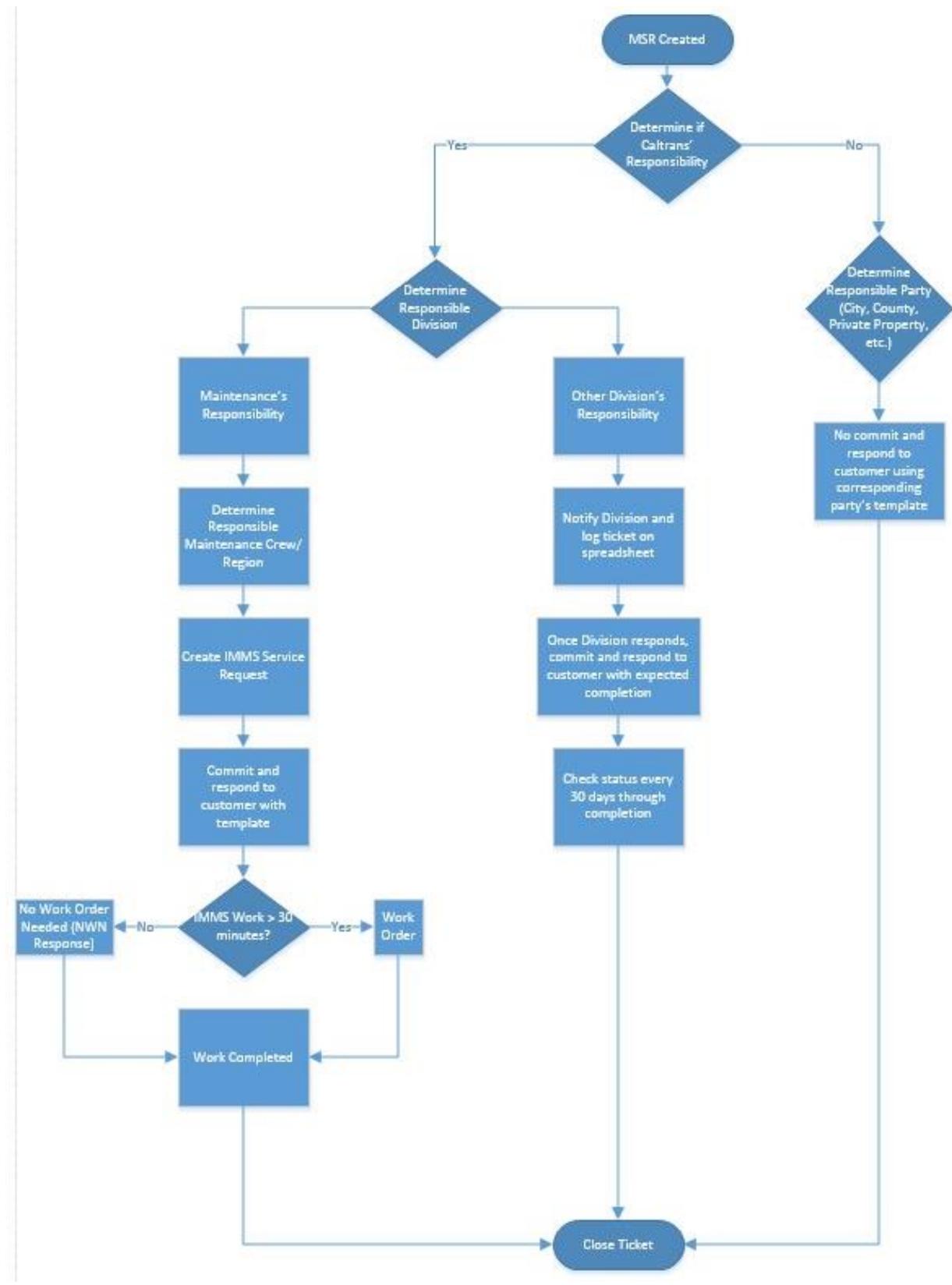
To (mm/dd/ccyy)

Closed By

Ticket	District	County	Route	Customer Service Requested	Processed By	Status	Our Response	Date Opened	Date Responded	Date Forwarded	Date Job Completed	Date Closed	DTR
670682	12	Orange	1	Roadway - Flooding, D...		Open	no response	07/13/2017					
670681	11	San Diego	163	Illegal Encampment		Open	no response	07/13/2017					
670680	7	Los Angeles	1	Signs - Missing, Brok...		Open	no response	07/13/2017					
670679	10	San Joaquin	99	Landscaping - Weeds, ...		Open	no response	07/13/2017					
670678	4	San Mateo	290	Roadway - Pothole		Open	no response	07/13/2017					
670677	11	San Diego	76	Other		Open	no response	07/13/2017					
670676	4	San Mateo	92	Litter - Trash and De...		Open	no response	07/13/2017					
670675	11	San Diego	805	Landscaping - Weeds, ...		Open	no response	07/13/2017					

[123 > Last >](#)

CSR FLOWCHART



CSR Intake Instructions

1. When a request is received from external source, ask them if they'd prefer to report the incident on the website. If the customer does not want to use the website, record the information, filling out all required information on the **CSR Intake Form** (see appendix B).
2. Ask the customer if he or she has an email address or phone number for a response. If no email address, use the CSL's email address.
3. Create a CSR from the information gathered from the customer on the internal CSR form. The form is found on the intranet at <https://csr.dot.ca.gov/admin/>.



The screenshot shows the login page for the CSR Intake System. At the top left is the Caltrans logo and the text "DIVISION OF MAINTENANCE". A navigation bar contains links for Home, Admin, OEM, Pavement, Radio, Roadway, ORM, OMSWEC, MSET, Structures, CSR, and SHOPP. Below the navigation bar is a breadcrumb trail: "Onramp > Divisions > Maintenance > CSR". The main content area is titled "CSR" and includes a "Welcome, please login" message. There are input fields for "Username:" and "Password:", followed by "Login" and "Login as Guest" buttons. A "Forgot Password" link is also present. On the left side, there is a "DOCUMENTS" section with links to "CSR Training Guide", "ADA Contact List", and "CSL Contact List". At the bottom left, there is a graphic for "SLOW FOR THE CONE ZONE" featuring a ribbon and a cone.

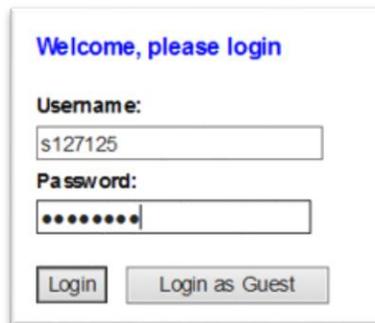
4. Treat this CSR just as you would if created by a citizen.

CSR Processing Instructions

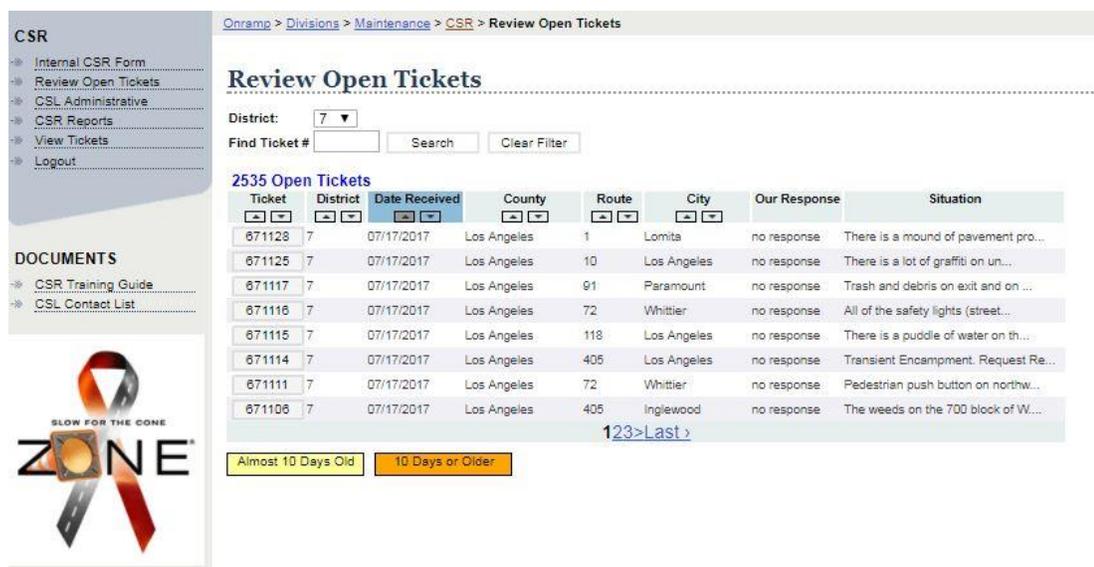
1. Select the CSR tab from the Division of Maintenance intranet site at <https://csr.dot.ca.gov/admin/>



2. Enter your username and password and click Login as seen below.



3. Select your **District** and click **Search** at <https://csr.dot.ca.gov/admin/index.php/Reviewopentickets/>.



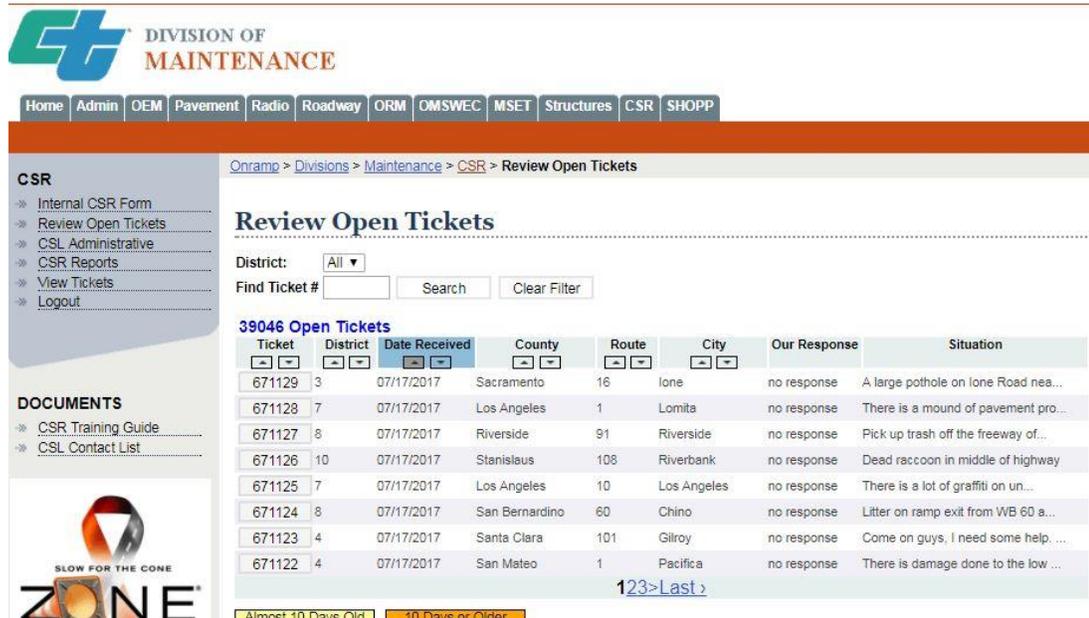
Ticket	District	Date Received	County	Route	City	Our Response	Situation
671128	7	07/17/2017	Los Angeles	1	Lomita	no response	There is a mound of pavement pro...
671125	7	07/17/2017	Los Angeles	10	Los Angeles	no response	There is a lot of graffiti on un...
671117	7	07/17/2017	Los Angeles	91	Paramount	no response	Trash and debris on exit and on ...
671116	7	07/17/2017	Los Angeles	72	Whittier	no response	All of the safety lights (street...
671115	7	07/17/2017	Los Angeles	118	Los Angeles	no response	There is a puddle of water on th...
671114	7	07/17/2017	Los Angeles	405	Los Angeles	no response	Transient Encampment. Request Re...
671111	7	07/17/2017	Los Angeles	72	Whittier	no response	Pedestrian push button on northw...
671106	7	07/17/2017	Los Angeles	405	Inglewood	no response	The weeds on the 700 block of W...

- Select **Open Ticket** to review.



Note: To find specific tickets, enter ticket number into **Find Ticket #** field and click **Search**.

<https://csr.dot.ca.gov/admin/index.php/Reviewopentickets/>



Review Open Tickets

District: Search

Find Ticket #

39046 Open Tickets

Ticket	District	Date Received	County	Route	City	Our Response	Situation
671129	3	07/17/2017	Sacramento	16	Ione	no response	A large pothole on Ione Road nea...
671128	7	07/17/2017	Los Angeles	1	Lomita	no response	There is a mound of pavement pro...
671127	8	07/17/2017	Riverside	91	Riverside	no response	Pick up trash off the freeway of...
671126	10	07/17/2017	Stanislaus	108	Riverbank	no response	Dead raccoon in middle of highway
671125	7	07/17/2017	Los Angeles	10	Los Angeles	no response	There is a lot of graffiti on un...
671124	8	07/17/2017	San Bernardino	60	Chino	no response	Litter on ramp exit from WB 60 a...
671123	4	07/17/2017	Santa Clara	101	Gilroy	no response	Come on guys, I need some help. ...
671122	4	07/17/2017	San Mateo	1	Pacifica	no response	There is damage done to the low ...

123>Last >

Almost 10 Days Old | 10 Days or Older

- Read the entire ticket to confirm district responsibility. Note the customer. This particular sample ticket appears to be from a private citizen. For tickets from neighboring cities, counties, government officials, or the legislature please follow internal district protocol. Determine who is responsible for receiving and resolving the matter outlined in the ticket.
 - After you click on “Commitment,” select appropriate division, route, and notify responsible division contact if it’s not Maintenance. Request estimated time for work to be completed from division contact and relay to the customer. Check with division contact monthly on work progress through completion. Upon completion, notify customer and close ticket. Record completion on spreadsheet. Spreadsheet template can be obtained through Headquarters CSO in Public Affairs.
 - If the request is out of Caltrans jurisdiction or on private property, respond and close ticket.
 - If Maintenance is responsible, but in another district, reassign ticket to appropriate district. **You will be prompted to check the appropriate recipient of the forwarded ticket so they are notified of the new assignment.**

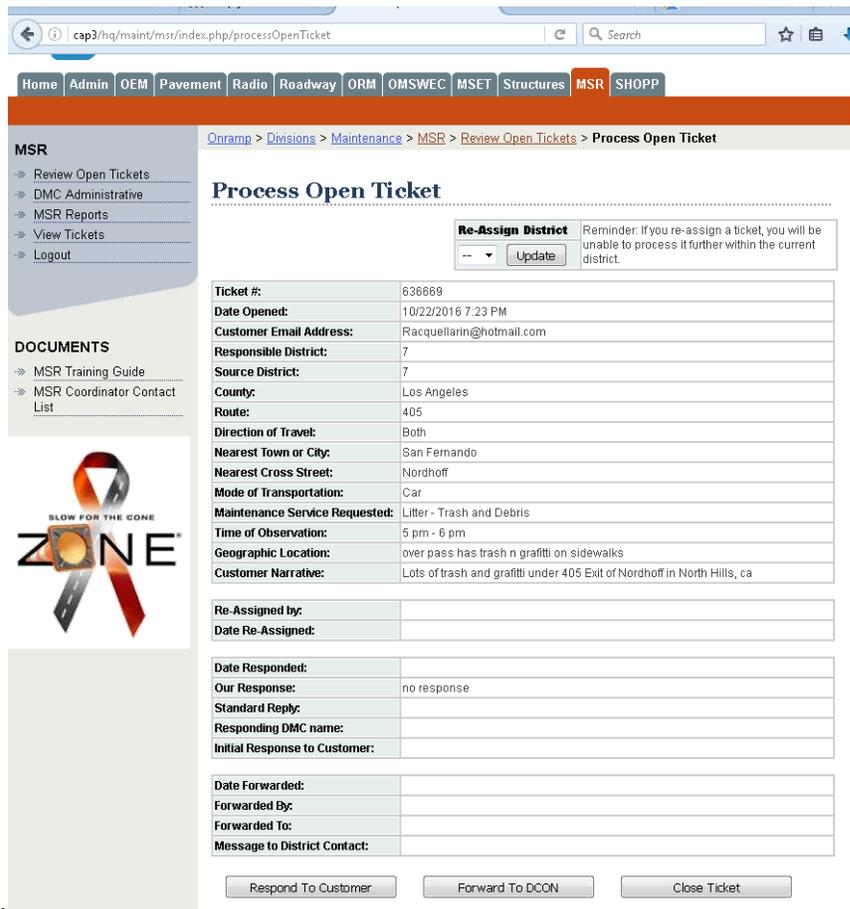


You will be prompted to check the appropriate recipient of the forwarded ticket so they are notified of the new assignment.

<https://csr.dot.ca.gov/admin/index.php/Processopenticket>



d. If Maintenance is responsibility, continue to next step.



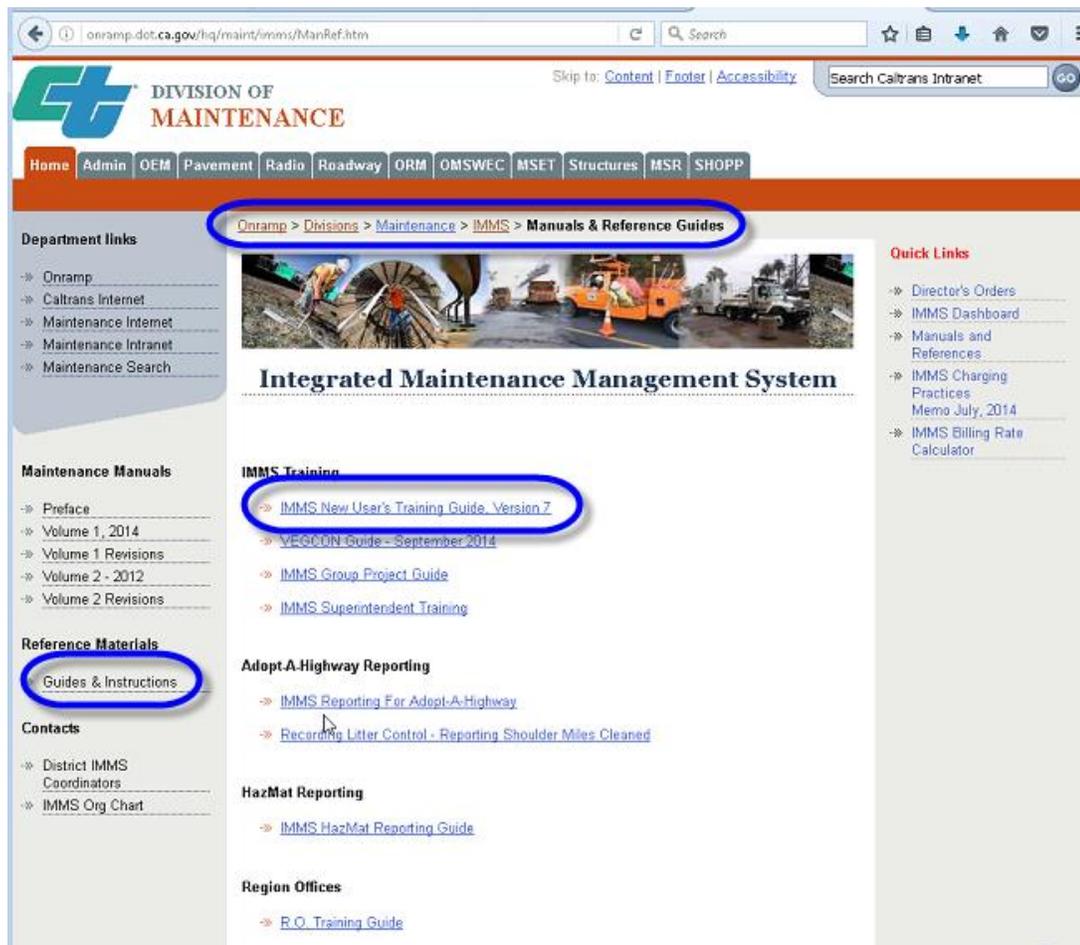
e.

6. Determine the responsible crew to resolve this matter.

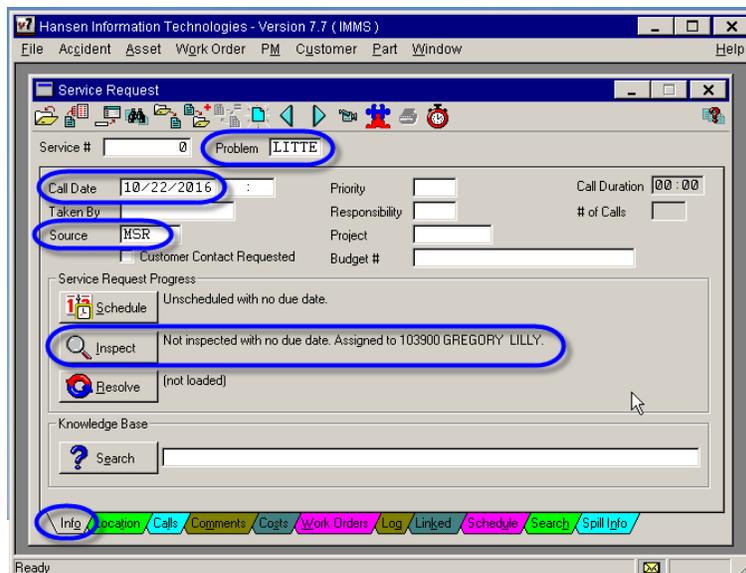


NOTE: District to use their own methodology to determine crew responsibility.

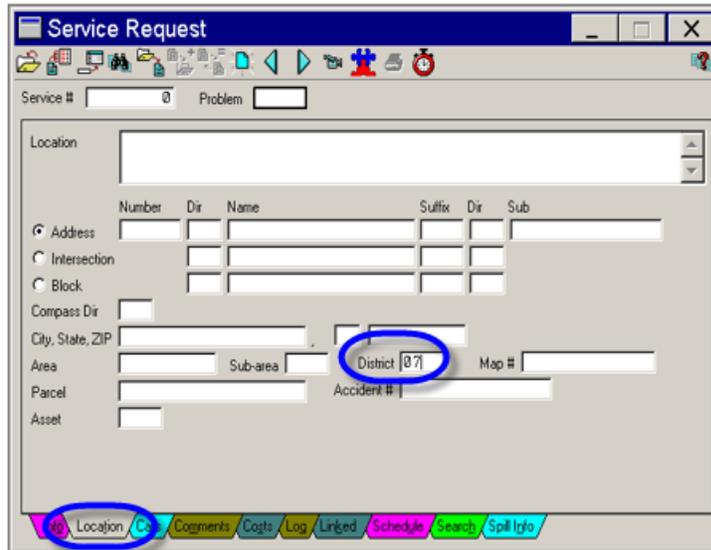
- Refer to the IMMS training guide for steps 8 through 11. The IMMS training guide is available at <http://onramp.dot.ca.gov/hq/maint/imms/ManRef.htm>.



- Enter the responsible crew **Supervisor's** name into the **Inspect** field of the IMMS Service Request. Select corresponding **Problem** code related to **CSR concern**, enter the **date** of the CSR into the **Call Date** field, and enter **Source** code **CSR**.



- Click into **Location** tab, and enter **district number** into the **District** field.

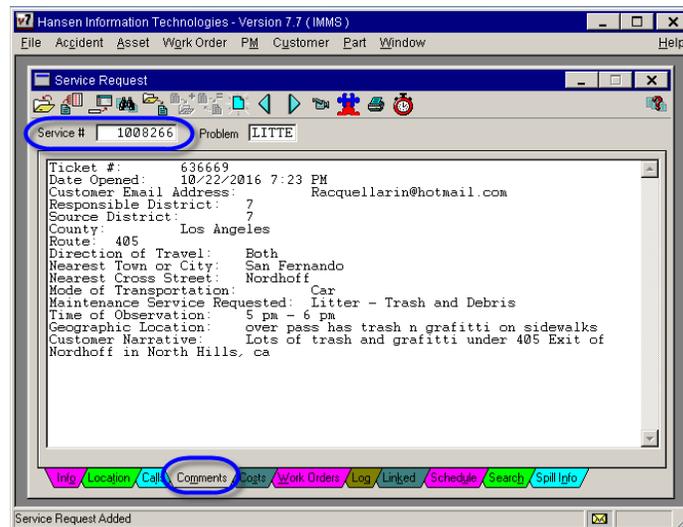


The screenshot shows a 'Service Request' window with a 'Location' tab selected. The 'District' field is highlighted with a blue circle and contains the value '07'. Other fields include Service #, Problem, Address, Intersection, Block, Compass Dir, City, State, ZIP, Area, Sub-area, Map #, Parcel, and Asset.

- Select and copy the **CSR information** from the CSR ticket, and paste into the IMMS Service Request **Comments** tab. Click **ADD** and create the IMMS Service Request, which will send the Service Request directly to the Supervisor's Visual Resource Manager (VRM).



NOTE: Using keyboard shortcuts works best in this step to copy and paste.



The screenshot shows the 'Hansen Information Technologies - Version 7.7 (IMMS)' window. The 'Service Request' form is open with the 'Comments' tab selected. The 'Service #' field is highlighted with a blue circle and contains the value '1008266'. The 'Problem' field contains 'LITTE'. The ticket details are displayed in a text area:

```
Ticket #: 636669
Date Opened: 10/22/2016 7:23 PM
Customer Email Address: Racquellarin@hotmail.com
Responsible District: 7
Source District: 7
County: Los Angeles
Route: 405
Direction of Travel: Both
Nearest Town or City: San Fernando
Nearest Cross Street: Nordhoff
Mode of Transportation: Car
Maintenance Service Requested: Litter - Trash and Debris
Time of Observation: 5 pm - 6 pm
Geographic Location: over pass has trash n grafitti on sidewalks
Customer Narrative: Lots of trash and grafitti under 405 Exit of Nordhoff in North Hills, ca
```

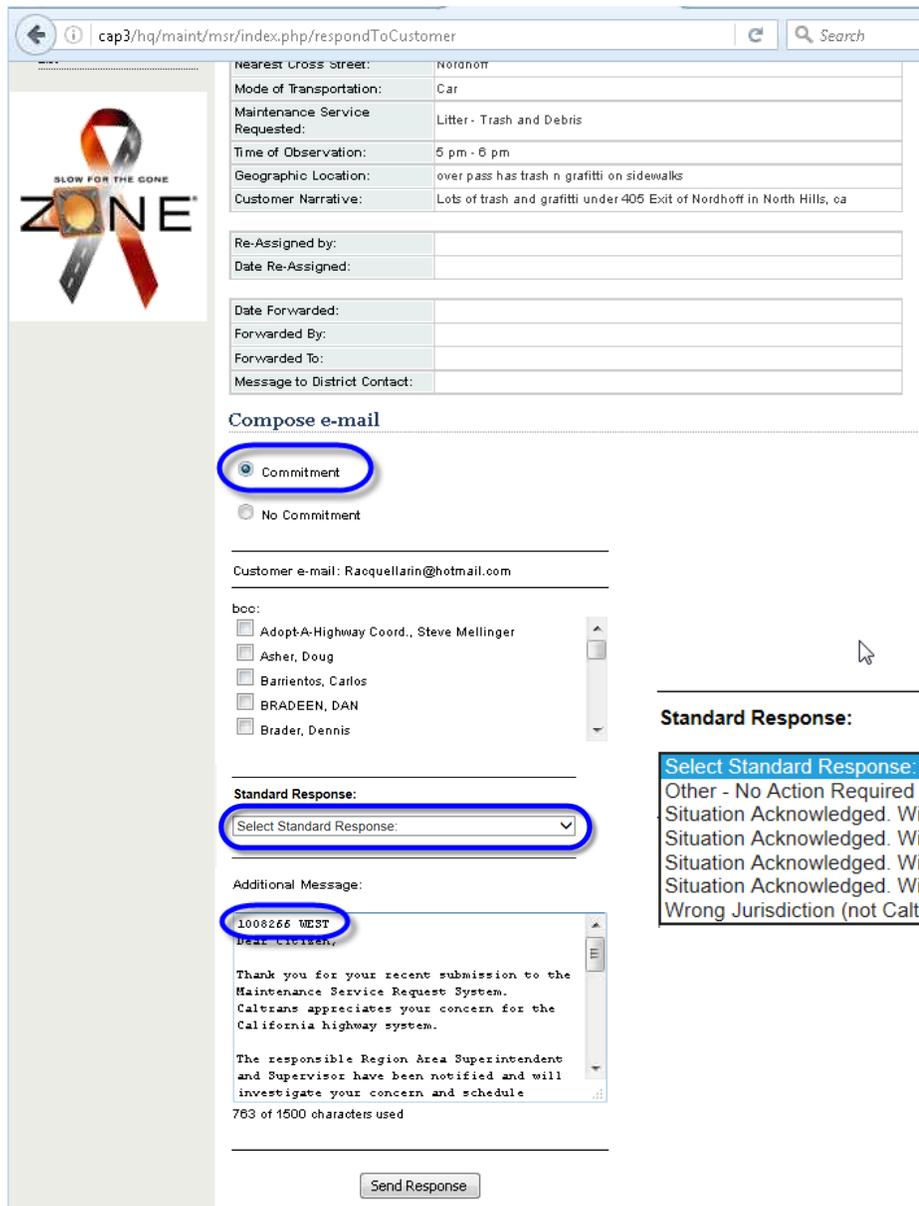
- Note the IMMS Service Request number. Go back to the CSR Process Open Ticket, and click **Respond to Customer** at the bottom of page.



The screenshot shows a form with two input fields: 'Forwarded To:' and 'Message to District Contact:'. Below these fields are three buttons: 'Respond To Customer' (highlighted with a blue circle), 'Forward To DCON', and 'Close Ticket'. At the bottom of the form, there are links for 'Back to Top', 'Contact Us', and 'Site Map'.

- Click the **Commitment** button, as we are committing to resolving this CSR. When Maintenance is selected, the IMMS ticket number field will populate. Enter the IMMS service request number (see screenshots on the next page). Then Click appropriate **Situation Acknowledged response**. Click in the **Additional Message** box and paste in the appropriate **Standard Response**, then click **Send Response**.

<https://CSR.dot.ca.gov/admin/index.php/RespondtoCustomer/>



cap3/hq/maint/msr/index.php/respondToCustomer

Nearest Cross Street: Nordhoff
Mode of Transportation: Car
Maintenance Service Requested: Litter - Trash and Debris
Time of Observation: 5 pm - 6 pm
Geographic Location: over pass has trash n graffiti on sidewalks
Customer Narrative: Lots of trash and graffiti under 405 Exit of Nordhoff in North Hills, ca

Re-Assigned by:
Date Re-Assigned:

Date Forwarded:
Forwarded By:
Forwarded To:
Message to District Contact:

Compose e-mail

Commitment
 No Commitment

Customer e-mail: Raquellarin@hotmail.com

bcc:
 Adopt-A-Highway Coord., Steve Mellinger
 Asher, Doug
 Barrientos, Carlos
 BRADEEN, DAN
 Brader, Dennis

Standard Response:
Select Standard Response:

Additional Message:
1008266 WEST
Dear Citizen,
Thank you for your recent submission to the Maintenance Service Request System. Caltrans appreciates your concern for the California highway system.
The responsible Region Area Superintendent and Supervisor have been notified and will investigate your concern and schedule
763 of 1500 characters used

Send Response

Standard Response:

Select Standard Response:

Other - No Action Required
Situation Acknowledged. Will be addressed.
Situation Acknowledged. Will address within 10 days.
Situation Acknowledged. Will address within 5 days.
Situation Acknowledged. Will address within 30 days.
Wrong Jurisdiction (not Caltrans)

Compose e-mail

Commitment

Division:

Select Division: 

No Commitment

Compose e-mail

Commitment

Division:

Select Division:

Construction

Maintenance

Traffic Ops

No Commitment

Compose e-mail

Commitment

Division:

Maintenance 

IMMS Ticket Number:

No Commitment

Standard CSR Responses

The provided Standard CSR Responses are designed to be templates for scenarios that might arise; the **highlighted** portion should be tailored to individual district needs.

General Response

Dear Citizen,

We have received and appreciate your recent submission to the Customer Service Request System.

Once we have verified that the reported issue is under Caltrans' jurisdiction, the Region Area Superintendent and Supervisor will investigate your concern.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level.

Thank you for your concern for the California transportation system.

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Responses within Caltrans Jurisdiction

Traffic Lighting – Possible Wire Theft

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The majority of light outages you have observed are due to copper wire theft.

When repairs are made, Caltrans also installs deterrents to prevent future theft. Deterrents include disguising pull box facilities, installing theft-deterrent pull-box covers, and using aluminum conductors (which have less value to thieves).

Caltrans is also investigating new methods for deterring copper wire theft and communicating with utility companies, railroads and other states to identify best practices for fighting theft.

The public should continue to report any suspicious activity to local law enforcement.

Thank you again.
Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Graffiti

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The responsible Region Area Superintendent and Supervisor have been notified and will investigate your graffiti concern.

Caltrans maintenance workers regularly remove graffiti from highway structures. Each year, Caltrans spends more the \$5 million removing graffiti.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level. The need for special equipment, lane closures, and coordination with outside agencies may cause a longer-than-normal response time to remove the graffiti.

Thank you again.
Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Litter Removal

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The responsible Region Area Superintendent and Supervisor have been notified and will investigate your concern.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level.

Caltrans is serious about keeping California's highways clean, having spent \$76 million in 2015 to remove 153,000 cubic yards of litter, trash and debris from our state highways.

We appreciate your interest in keeping our highways safe and clean. To learn more about California's Adopt-A-Highway Program, please visit the Adopt-A-Highway website at <http://www.dot.ca.gov/maintenance/adopt-a-highway/index.html>.

You can also call the the Adopt-A-Highway Program at (XXX) 897-4273
Coordinator – [Insert Coordinator information](#)

The Adopt-A-Highway program, which began in 1989, has been one of the truly successful government-public partnerships of our time. More than 120,000 Californians have cleaned and enhanced over 15,000 shoulder-miles of roadside.

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Claims

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System.

If you have a claim, you may contact the Claims office at [email](#) or (XXX) 897-0816. To submit a claim online, visit <http://dot.ca.gov/damageclaims.html>.

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Illegal Encampment Removal

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The responsible Region Area Superintendent and Supervisor have been notified.

Unfortunately, 21 percent of the homeless population in the U.S. resides in California (according to the U.S. Department of Housing and Urban Development). This is not only a Caltrans issue, it is a social concern that requires cooperation between federal, state, and local communities working together to develop long-term solutions.

Before the removal of an illegal encampment, a 72-hour notice must be posted at the site.

Scheduling and removal may be affected by available resources, safety concerns, and coordination with outside agencies.

Caltrans is not a law enforcement agency. If there is an immediate safety concern, please contact your local law enforcement agency.

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Sign Replacement

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The responsible Region Area Superintendent and Supervisor have been notified and will investigate your concern.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level. Safety-related signs will have highest priority.

If a noncritical sign needs to be special ordered, it may take additional time. A minimum three-month waiting period can be expected.

Thank you again.

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Traffic Safety Lighting

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The Area Superintendent and Supervisor responsible for maintaining traffic lighting will investigate your concern.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level. Safety-related lighting will have highest priority.

Thank you again.
Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Striping, Reflective Lane Markers

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

The Area Superintendent and Supervisor responsible for maintaining striping and reflective lane markers have been notified and will investigate your concern.

Scheduling and completion of the reported issue may be affected by several factors, including available resources, safety issues, and priority level.

Thank you again.
Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Duplicate from One Individual

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System (CSR). Caltrans appreciates your concern for the California transportation system.

We are aware of the issue and are working to resolve it as quickly as possible.

Since this is a duplicate request, your concerns will be addressed under CSR Ticket #XXXXXX, which was previously assigned.

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Generic Closing Paragraph to address CSRs older than 12/31/15

Dear Citizen,

You are receiving this email because you had formerly notified Caltrans about a situation or concern through our Customer Service Request (CSR) system.

Caltrans appreciates and values your CSR submission, as it helps our maintenance crews maintain a safe and efficient transportation system.

Caltrans is changing our MSR system to a new and improved version, Customer Service Request (CSR), which will improve our ability to receive and respond to maintenance requests more effectively. The integration of this new system will require us to close your ticket. Your prior request may have been addressed but never got closed out in our system. However, if you feel the issue hasn't been resolved we would appreciate it if you take a moment to fill out a new CSR to complete the request. We apologize for any inconvenience this step causes, but we are confident our new system will help us achieve a higher degree of success and accountability towards providing a safe, sustainable and efficient transportation system. Here is the link to the new CSR form: <https://csr.dot.ca.gov/>

Thank you for your concern for the California transportation system.

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

RESPONSES OUTSIDE OF CALTRANS JURISDICTION

Illegal Encampment Removal – outside of Right-of-Way Area

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

While Caltrans takes the matters of illegal encampments and homelessness seriously, this particular illegal encampment falls outside of Caltrans' jurisdiction, and must be reported to the appropriate agency.

Please contact [enter County or City] to address this matter.

Caltrans is not a law enforcement agency. For immediate safety concerns please contact your local law enforcement agency.

Unfortunately, 21 percent of the homeless population in the U.S. resides in California (according to the U.S. Department of Housing and Urban Development). This is a social issue that requires cooperation between federal, state, and local communities to develop long-term solutions.

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

County or City Responsibility

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

Caltrans would like to serve you regarding your concern for the safety of our highways, but your concern falls under the jurisdiction of the [enter County or City] Department of [enter Department].

Please contact the [enter County or City] [enter Department] at [insert contact information].

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Rail Responsibility

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

Caltrans would like to serve you regarding your concern for the safety of our highways, but your concern falls under the jurisdiction of the [insert rail jurisdiction here]. Please call [insert contact information].

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Flood Control

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

Your concern falls under the jurisdiction of the [Insert Region Flood Control]. Please contact [Insert Region Flood Control and contact information].

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Soundwall

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

Eligibility for new soundwall construction is typically associated with a proposed project that adds capacity or substantially moves traffic lanes on an existing highway. A noise study report for a new project would be conducted to examine present and future noise levels. Caltrans does not program stand-alone soundwall projects or retrofit existing soundwalls built by developers. You may check with your local Caltrans district Public Information Office for any planned projects in your area. Also, you may contact County Transportation Authority at [insert contact information] to ask if they have any proposed projects in your area that would propose a new soundwall, or if they would consider a stand-alone soundwall project for your location.

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

Call Boxes

Dear Citizen,

Thank you for your recent submission to the Customer Service Request System. Caltrans appreciates your concern for the California transportation system.

Your concern falls under the jurisdiction of the [insert local transportation partner here] at [insert contact information].

Caltrans

Our Mission: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability.

View CSR Tickets and Download

- From the View Tickets screen, select criteria from dropdown fields.

<https://csr.dot.ca.gov/admin/index.php/Viewtickets/>

View Tickets

Ticket #	Maintenance Service Requested	Email	Processed By
<input type="text"/>	Select Maintenance Service Type	<input type="text"/>	Select User
Status	District County	Our Response	Division
Select Ticket Status	All Select County Select Route	Select Response Type	Select Division
IMMS Ticket #	<input type="text"/>		

139978 tickets

Date (mm/dd/ccyy) From (mm/dd/ccyy) To (mm/dd/ccyy)

Select Date Type

Ticket	District	County	Route	Maintenance Service Requested	Processed By	Status	Our Response	Date Opened	Date Responded	Date Forwarded	Date Job Completed	Date Closed	DTR
640195	3	Butte	32	Electronic Message Signs		Open	no response	03/21/2017					
640194	3	El Dorado	49	Curb and Sidewalk - C...		Open	no response	03/21/2017					
640193	4	Alameda	13	Americans with Disabi...		Open	no response	03/21/2017					
640192	3	Butte	32	Electronic Message Signs		Open	no response	03/20/2017					
640191	4	Alameda	24	Curb and Sidewalk - C...		Open	no response	03/20/2017					
640190	4	Alameda	13	Americans with Disabi...		Open	no response	03/17/2017					
640189	3	Alameda	1	Americans with Disabi...		Open	no response	03/16/2017					
640188	3	Butte	5	Curb and Sidewalk - C...	Joseph Kabigting	Closed	commit	03/16/2017	03/20/2017		03/20/2017	03/20/2017	

123>Last >

- Click **Filter**.

CSR

- » Internal CSR Form
- » Review Open Tickets
- » CSL Administrative
- » CSR Reports
- » View Tickets
- » Logout

Onramp > Divisions > Maintenance > CSR > View Tickets

View Tickets

Ticket #	Customer Service Requested	Email	Processed By
<input type="text"/>	Select Customer Service Type	<input type="text"/>	Select User
Status	District County	Our Response	Division
Select Ticket Status	All Select County Select Route	Select Response Type	Select Division
IMMS Service Request #	<input type="text"/>		

170899 tickets

Date (mm/dd/ccyy) From (mm/dd/ccyy) To (mm/dd/ccyy)

Select Date Type

Ticket	District	County	Route	Customer Service Requested	Processed By	Status	Our Response	Date Opened	Date Responded	Date Forwarded	Date Job Completed	Date Closed	DTR
671133	8	San Bernar...	210	Illegal Dumping		Open	no response	07/17/2017					
671132	5	San Benito	101	Landscaping - Broken ...		Open	no response	07/17/2017					
671131	8	San Bernar...	215	Litter - Trash and De...		Open	no response	07/17/2017					
671130	8	San Bernar...	210	Illegal Dumping		Open	no response	07/17/2017					
671129	3	Sacramento	16	Other		Open	no response	07/17/2017					
671128	7	Los Angeles	1	Roadway - Rough Pavement		Open	no response	07/17/2017					
671127	8	Riverside	91	Litter - Trash and De...		Open	no response	07/17/2017					
671126	10	Stanislaus	108	Other		Open	no response	07/17/2017		07/17/2017			

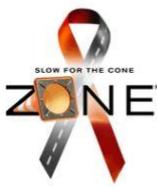
123>Last >

Download Table as .csv

Almost 10 Days Old
10 Days or Older

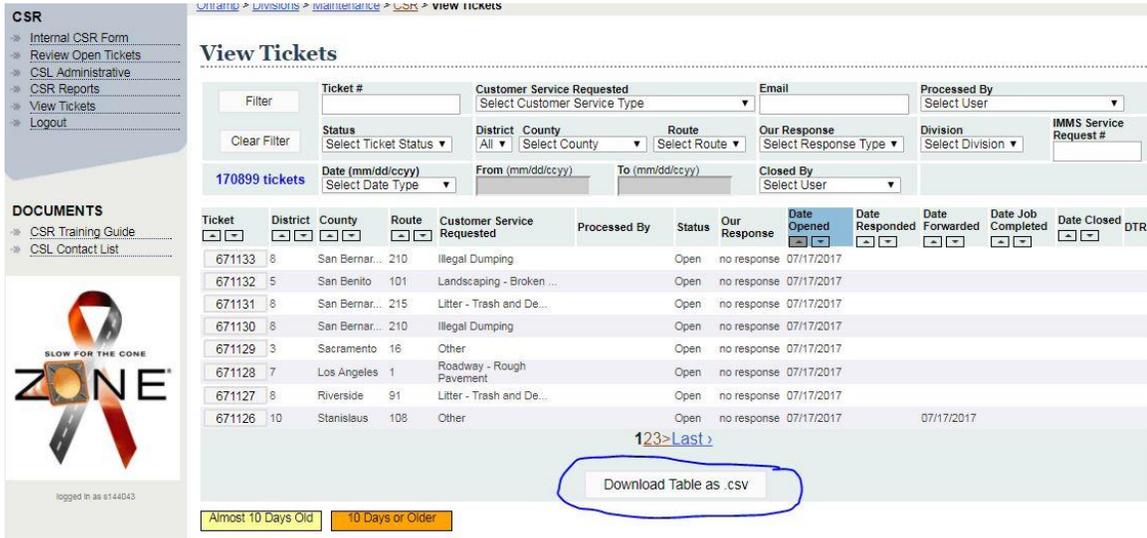
DOCUMENTS

- » CSR Training Guide
- » CSL Contact List



logged in as 6144043

3. Click **Download Table as .csv.**



View Tickets

170899 tickets

Ticket	District	County	Route	Customer Service Requested	Processed By	Status	Our Response	Date Opened	Date Responded	Date Forwarded	Date Job Completed	Date Closed	DTR
671133	8	San Bernar...	210	Illegal Dumping		Open	no response	07/17/2017					
671132	5	San Benito	101	Landscaping - Broken ...		Open	no response	07/17/2017					
671131	8	San Bernar...	215	Litter - Trash and De...		Open	no response	07/17/2017					
671130	8	San Bernar...	210	Illegal Dumping		Open	no response	07/17/2017					
671129	3	Sacramento	16	Other		Open	no response	07/17/2017					
671128	7	Los Angeles	1	Roadway - Rough Pavement		Open	no response	07/17/2017					
671127	8	Riverside	91	Litter - Trash and De...		Open	no response	07/17/2017					
671126	10	Stanislaus	108	Other		Open	no response	07/17/2017		07/17/2017			

123 > Last >

Download Table as .csv

Almost 10 Days Old | 10 Days or Older

4. Data will download into Excel.



ViewTicketsExport_11_02_2016_11_25_AM.csv - Excel

Ticket	Responsib	County	Route	Direction	Nearest T	Nearest C	Mode of T	Time of OI	Maintenar	DMC	Who Status	Our Respo	Date Open	Date Resp	Date Forw	Date Job	C Date	Close	Additional	BCC
585939	10	San Joaqui	5	Northbour Stockton	March Lan	Car	8 pm - 9 pi	Roadway - Greg	Laws	Closed	no commit	#####	#####	#####	#####	#####	#####	#####	#####	Thank you greg.lawson@dot.ca.gov
585493	10	San Joaqui	5	Southbour Stockton	Hammer L	Car	7 am - 8 ai	Roadway - Greg	Laws	Closed	commit	#####	#####	#####	#####	#####	#####	#####	#####	Thank you greg.lawson@dot.ca.gov
584693	10	San Joaqui	5	Northbour Lodi	woodrow	Car	5 am - 6 ai	Litter - Tra	Greg	Laws	Closed	no commit	#####	#####	#####	#####	#####	#####	#####	Thank you greg.lawson@dot.ca.gov
584424	10	San Joaqui	5	Both Stockton	Charter W	Car	5 pm - 6 pi	Traffic Sig	Greg	Laws	Closed	commit	#####	#####	#####	#####	#####	#####	#####	Thank you angela_daprato@dot.ca.gov,rick.estrada@dot.ca.gov
584405	10	San Joaqui	5	Southbour Stockton		Car	4 pm - 5 pi	Fencing - h	Greg	Laws	Closed	commit	#####	#####	#####	#####	#####	#####	#####	Thank you matt_connolly@dot.ca.gov,angela_daprato@dot.ca.gov
583839	10	San Joaqui	5	Southbour Stockton	Hammer L	Car	5 pm - 6 pi	Roadway - Greg	Laws	Closed	no commit	#####	#####	#####	#####	#####	#####	#####	#####	Thank you for contacting Caltrans. The construction crew
583757	10	San Joaqui	5	Southbour Stockton	Monte Dia	Car	6 am - 7 ai	Graffiti	Greg	Laws	Closed	commit	#####	#####	#####	#####	#####	#####	#####	Thank you greg.lawson@dot.ca.gov
583378	10	San Joaqui	5	Both Stockton	downing a	Car	8 pm - 9 pi	Graffiti	Greg	Laws	Closed	commit	#####	#####	#####	#####	#####	#####	#####	Thank you for contacting Caltrans. Our maintenance crew
583377	10	San Joaqui	5	Both Stockton	downing a	Car	8 pm - 9 pi	Graffiti	Greg	Laws	Closed	commit	#####	#####	#####	#####	#####	#####	#####	Thank you greg.lawson@dot.ca.gov
582957	10	San Joaqui	5	Northbour Stockton	March Lan	Car	7 am - 8 ai	Traffic Sig	Greg	Laws	Closed	commit	#####	#####	#####	#####	#####	#####	#####	Thank you for contacting Caltrans. The Caltrans mainten

CSR Reporting

System Generated

The CSR System has a built-in reporting tool. Filter for yearly/quarterly performance reports, tickets older than 30 days, or summaries by district/type of CSR. Select from the dropdown menu and click **Submit** to generate reports.



Home Admin OEM Pavement Radio Roadway ORM OMSWEC MSET Structures CSR SHOPP

Onramp > Divisions > Maintenance > CSR > CSR Reports

CSR Reports

REPORT TITLE

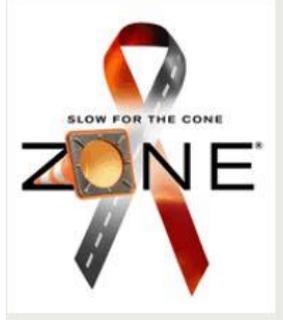
Title:

CSR

- Internal CSR Form
- Review Open Tickets
- CSL Administrative
- CSR Reports
- View Tickets
- Logout

DOCUMENTS

- CSR Training Guide
- CSL Contact List



Data Generated

The data downloaded from the View Tickets screen can also be displayed to reflect other requested reports.



Note: Columns to calculate number of days will need to be added to the data for some reports.

Sample Report: All CSR Tickets Received

MSR Tickets Statewide by Year and District														
Count of Ticket	District													Grand Total
Year	1	2	3	4	5	6	7	8	9	10	11	12		
2010	50		584	4,018	200	174	3,009	1,254	10	219	927	580		11,025
March	5		25	242	9	7	194	75	1	5	40	36		639
April	6		61	435	16	19	323	110	1	17	92	45		1,125
May	1		46	366	25	12	286	107	3	21	111	53		1,031
June	9		48	365	16	12	351	149	1	11	93	54		1,109
July	4		53	436	16	22	387	172		27	96	71		1,284
August			64	418	18	26	296	123		20	103	59		1,127
September	4		67	410	19	16	305	130	1	21	112	72		1,157
October	7		62	440	22	15	292	153	1	42	100	68		1,202
November	5		89	439	33	20	264	86	1	17	78	46		1,078
December	9		69	467	26	25	311	149	1	38	102	76		1,273
2011			39	6,829	338	260	4,214	1,754	24	294	1,619	1,042		17,245
2012			0	6,850	438	315	3,612	1,705	15	319	1,905	1,196		17,275
2013			5	7,722	460	436	4,099	1,693	29	419	1,919	1,080		18,962
2014			0	8,919	573	433	4,402	1,745	9	438	2,461	1,454		21,599
2015	137	101	1,115	10,160	640	555	5,649	1,942	32	516	2,793	1,438		25,078
2016	42	31	420	4,643	201	184	1,711	594	13	142	941	440		9,362
Grand Total	586	281	5,674	49,141	2,850	2,357	26,696	10,687	132	2,347	12,565	7,230		120,546

Each year can be expanded to show month

Sample Report: Average Days to Respond and Close Tickets

	A	B	C	D
3	Month Opened	(All)		
4	Year Opened	2014	Data through January 31, 2015	
6	Row Labels	Count of Ticket	Average of Number of days to respond	Average of Number of days to close
7	1	107	2	37
8	commit	99	2	39
9	no commit	8	3	3
10	2	78	14	25
11	commit	69	12	25
12	no commit	9	30	30
13	3	960	15	18
14	commit	753	12	15
15	no commit	207	27	30
16	4	8,914	6	42
17	commit	8,655	6	44
18	no commit	259	6	9
19	5	573	1	16
20	commit	537	1	16
21	no commit	36	2	2
22	6	433	3	89
23	commit	368	3	105
24	no commit	65	2	3
25	7	4,402	3	489
26	commit	4,071	3	536
27	no commit	331	3	21
28	8	1,745	1	300
29	commit	1,609	1	315
30	no commit	136	1	128
31	9	9	19	23
32	commit	6	13	19
33	no commit	3	32	32
34	10	438	6	6
35	commit	376	6	6
36	no commit	62	6	6
37	11	2,460	8	20
38	commit	2,247	9	23
39	no commit	213	4	5
40	12	1,173	2	80
41	commit	1,047	2	95
42	no commit	126	2	8
43	Grand Total	21,292	5	189
44				

Administrative

This is where the ADMIN adds, deletes, and updates user information.



Onramp > Divisions > Maintenance > MSR > DMC Administrative

DMC Administrative

District: All

Update	View	Delete	District	Status	Username	First Name	Last Name	Role	Email	Phone
Update	View	Delete	8	Active		Hussam	Abdelkhalq	Email Contact	hussam.abdelkhalq@...	(909)-605-7461

Add a New User

- From the Administrative screen, select **Add New User**.



Onramp > Divisions > Maintenance > MSR > DMC Administrative

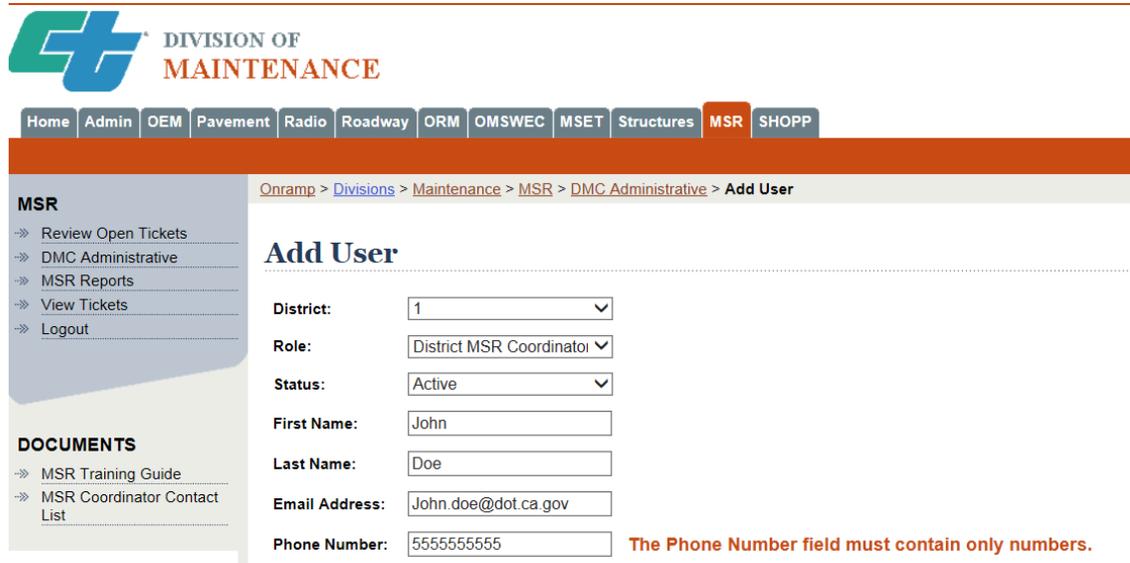
DMC Administrative

District: HQ

Add New User

Update	View	Delete	District	Status	Username	First Name	Last Name
--------	------	--------	----------	--------	----------	------------	-----------

- Collect and enter the user information.



Onramp > Divisions > Maintenance > MSR > DMC Administrative > Add User

Add User

District: 1

Role: District MSR Coordinator

Status: Active

First Name: John

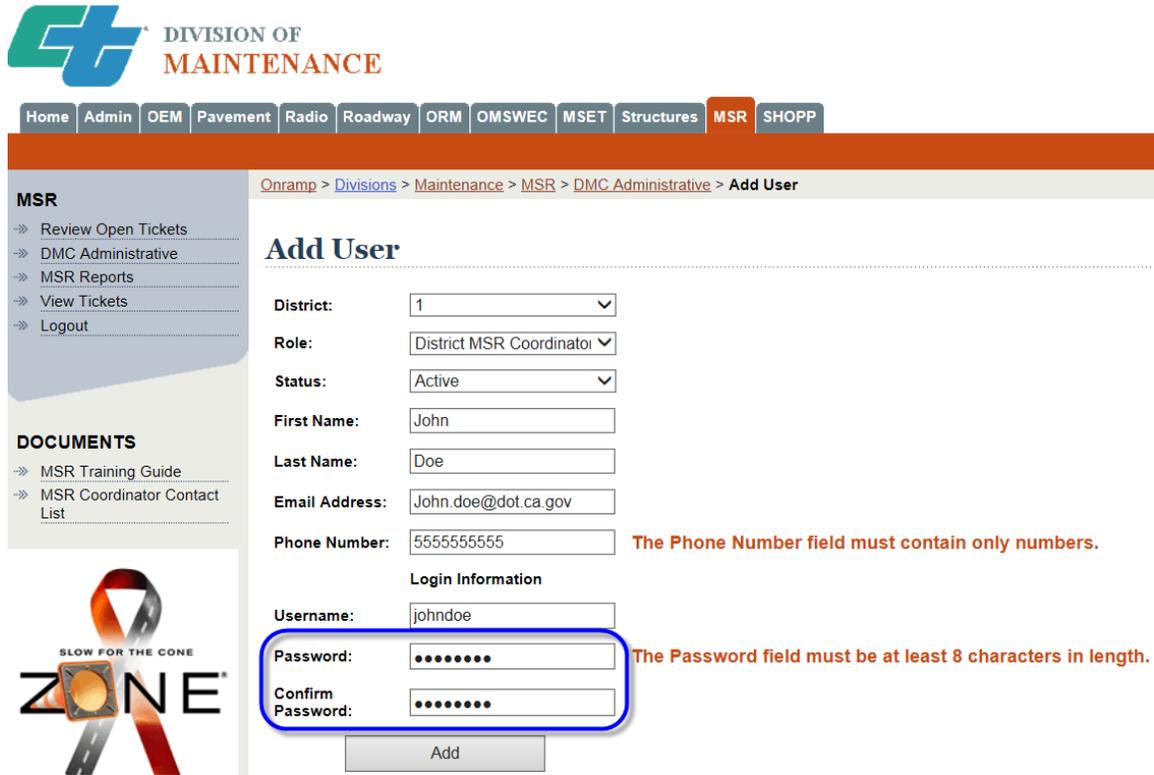
Last Name: Doe

Email Address: John.doe@dot.ca.gov

Phone Number: 5555555555

The Phone Number field must contain only numbers.

3. Assign the new user a temporary password, which they will sign in and change later.



MSR

- Review Open Tickets
- DMC Administrative
- MSR Reports
- View Tickets
- Logout

DOCUMENTS

- MSR Training Guide
- MSR Coordinator Contact List

ADD USER FORM:

Onramp > Divisions > Maintenance > MSR > DMC Administrative > Add User

Add User

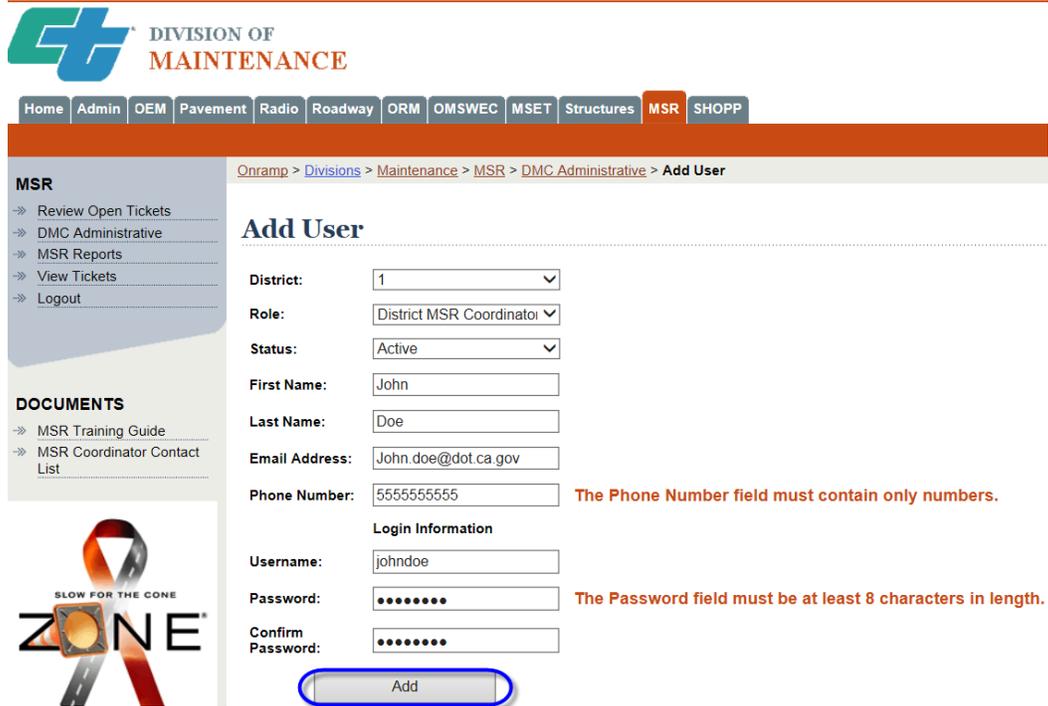
District: 1
Role: District MSR Coordinator
Status: Active
First Name: John
Last Name: Doe
Email Address: John.doe@dot.ca.gov
Phone Number: 5555555555 **The Phone Number field must contain only numbers.**

Login Information

Username: johndoe
Password: **The Password field must be at least 8 characters in length.**
Confirm Password:

Add

4. Click **Add** to add the user.



MSR

- Review Open Tickets
- DMC Administrative
- MSR Reports
- View Tickets
- Logout

DOCUMENTS

- MSR Training Guide
- MSR Coordinator Contact List

ADD USER FORM:

Onramp > Divisions > Maintenance > MSR > DMC Administrative > Add User

Add User

District: 1
Role: District MSR Coordinator
Status: Active
First Name: John
Last Name: Doe
Email Address: John.doe@dot.ca.gov
Phone Number: 5555555555 **The Phone Number field must contain only numbers.**

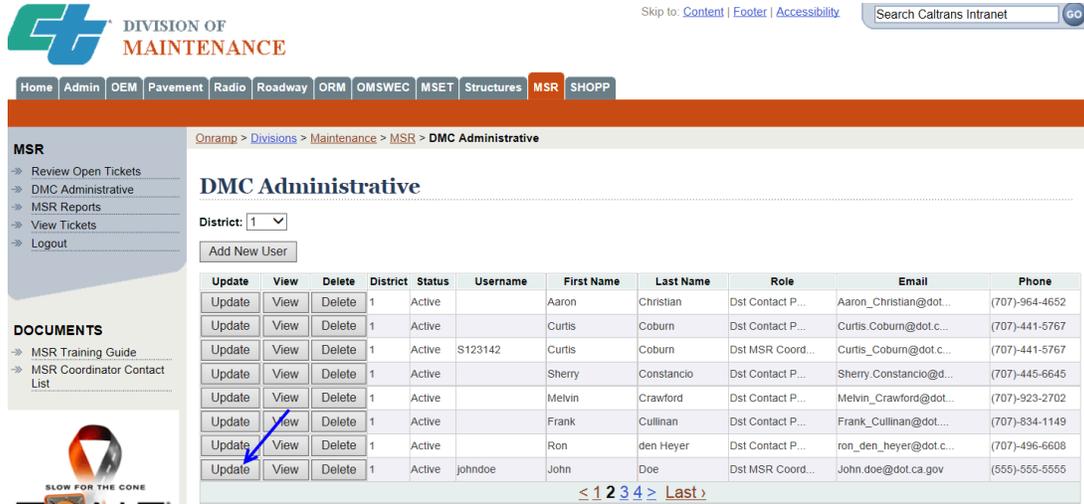
Login Information

Username: johndoe
Password: **The Password field must be at least 8 characters in length.**
Confirm Password:

Add

Update User Information

1. Find the user you would like to update from the Administrative screen. Click Update on the corresponding row.



Onramp > Divisions > Maintenance > MSR > DMC Administrative

DMC Administrative

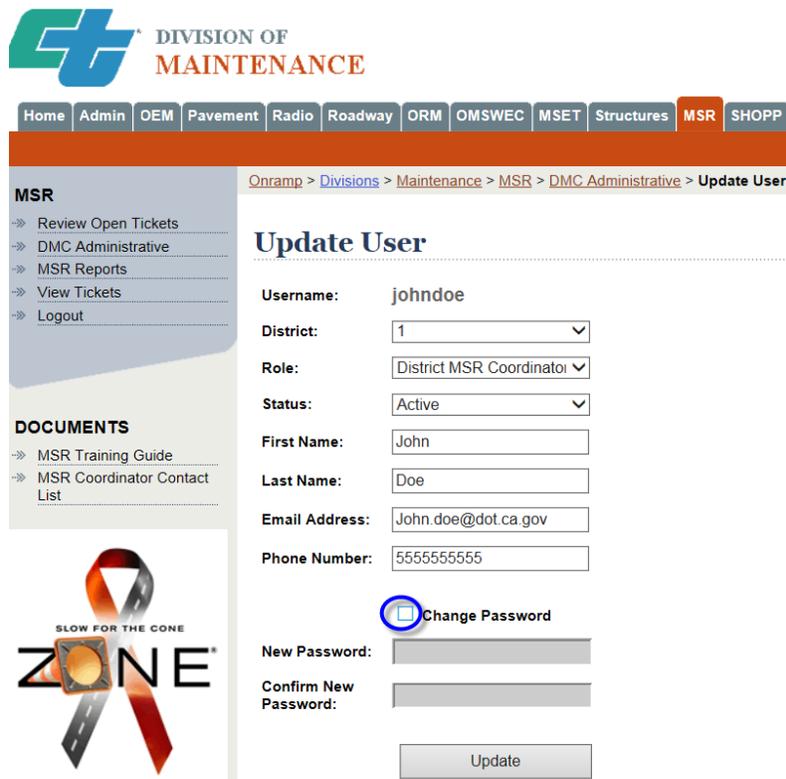
District: 1

Add New User

Update	View	Delete	District	Status	Username	First Name	Last Name	Role	Email	Phone
Update	View	Delete	1	Active		Aaron	Christian	Dst Contact P...	Aaron_Christian@dot...	(707)-964-4652
Update	View	Delete	1	Active		Curtis	Coburn	Dst Contact P...	Curtis.Coburn@dot.c...	(707)-441-5767
Update	View	Delete	1	Active	S123142	Curtis	Coburn	Dst MSR Coord...	Curtis_Coburn@dot.c...	(707)-441-5767
Update	View	Delete	1	Active		Sherry	Constancio	Dst Contact P...	Sherry.Constancio@d...	(707)-445-6645
Update	View	Delete	1	Active		Melvin	Crawford	Dst Contact P...	Melvin_Crawford@dot...	(707)-923-2702
Update	View	Delete	1	Active		Frank	Cullinan	Dst Contact P...	Frank_Cullinan@dot...	(707)-834-1149
Update	View	Delete	1	Active		Ron	den Heyer	Dst Contact P...	ron_den_heyer@dot.c...	(707)-496-6608
Update	View	Delete	1	Active	johndoe	John	Doe	Dst MSR Coord...	John.doe@dot.ca.gov	(555)-555-5555

< 1 2 3 4 > Last >

2. Update fields with new information. To change a password, check the box next to **Change Password**.



Onramp > Divisions > Maintenance > MSR > DMC Administrative > Update User

Update User

Username: johndoe

District: 1

Role: District MSR Coordinator

Status: Active

First Name: John

Last Name: Doe

Email Address: John.doe@dot.ca.gov

Phone Number: 5555555555

Change Password

New Password:

Confirm New Password:

Update

3. Enter the new password and click **Update**.

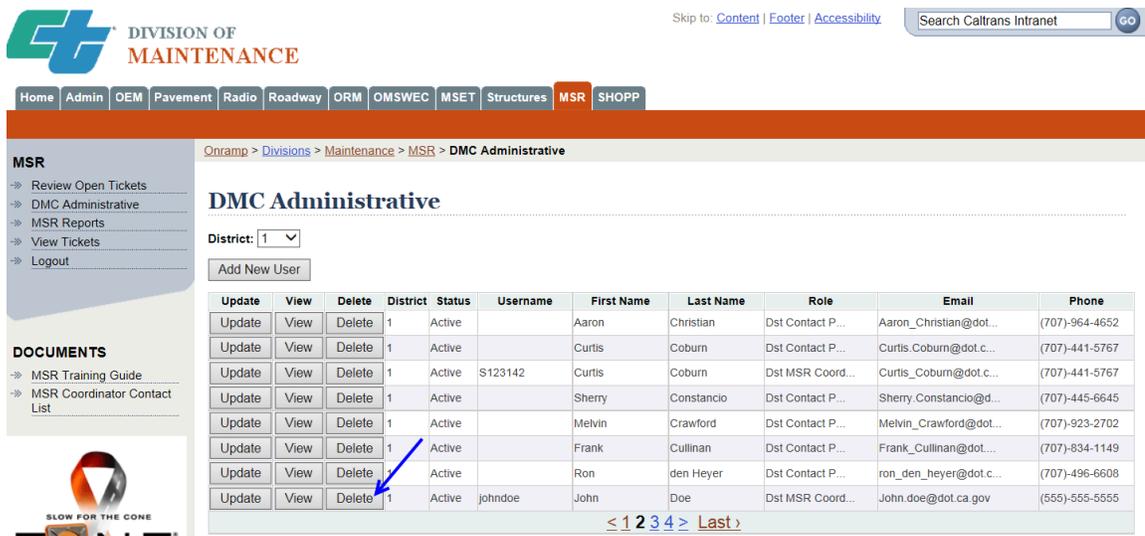
Change Password

New Password:

Confirm New Password:

Delete User

1. Find the user you would like to delete from the Administrative screen. Click **Delete** on the corresponding row.



Onramp > Divisions > Maintenance > MSR > DMC Administrative

DMC Administrative

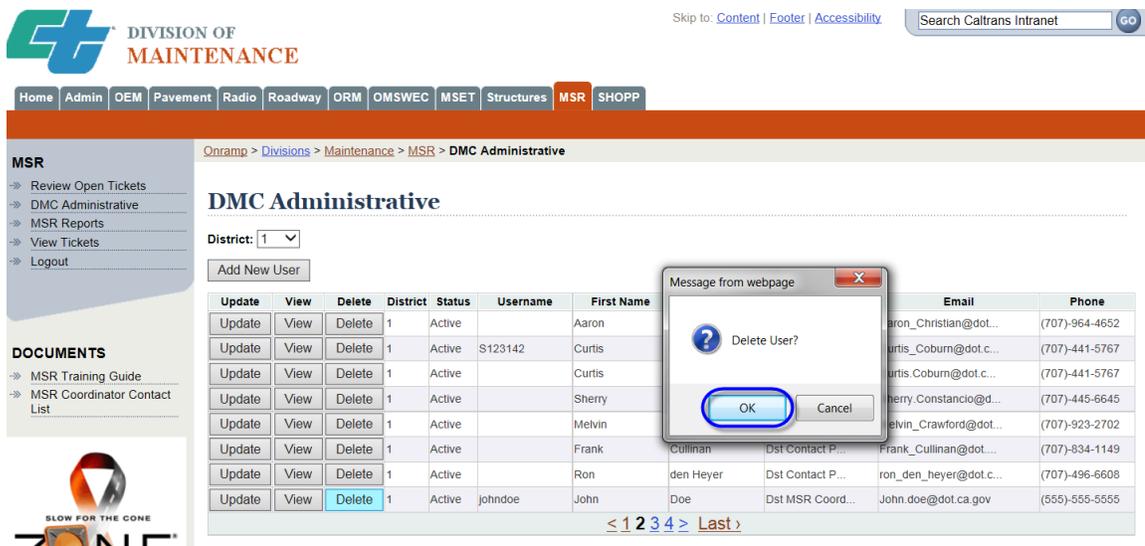
District: 1

Add New User

Update	View	Delete	District	Status	Username	First Name	Last Name	Role	Email	Phone
Update	View	Delete	1	Active		Aaron	Christian	Dst Contact P...	Aaron_Christian@dot...	(707)-964-4652
Update	View	Delete	1	Active		Curtis	Coburn	Dst Contact P...	Curtis_Coburn@dot.c...	(707)-441-5767
Update	View	Delete	1	Active	S123142	Curtis	Coburn	Dst MSR Coord...	Curtis_Coburn@dot.c...	(707)-441-5767
Update	View	Delete	1	Active		Sherry	Constancio	Dst Contact P...	Sherry_Constancio@d...	(707)-445-6645
Update	View	Delete	1	Active		Melvin	Crawford	Dst Contact P...	Melvin_Crawford@dot...	(707)-923-2702
Update	View	Delete	1	Active		Frank	Cullinan	Dst Contact P...	Frank_Cullinan@dot...	(707)-834-1149
Update	View	Delete	1	Active		Ron	den Heyer	Dst Contact P...	ron_den_heyer@dot.c...	(707)-496-6608
Update	View	Delete	1	Active	john doe	John	Doe	Dst MSR Coord...	John.doe@dot.ca.gov	(555)-555-5555

< 1 2 3 4 > Last

2. Click **OK**.



Onramp > Divisions > Maintenance > MSR > DMC Administrative

DMC Administrative

District: 1

Add New User

Update	View	Delete	District	Status	Username	First Name	Last Name	Role	Email	Phone
Update	View	Delete	1	Active		Aaron	Christian	Dst Contact P...	Aaron_Christian@dot...	(707)-964-4652
Update	View	Delete	1	Active	S123142	Curtis	Coburn	Dst Contact P...	Curtis_Coburn@dot.c...	(707)-441-5767
Update	View	Delete	1	Active		Curtis	Coburn	Dst MSR Coord...	Curtis_Coburn@dot.c...	(707)-441-5767
Update	View	Delete	1	Active		Sherry	Constancio	Dst Contact P...	Sherry_Constancio@d...	(707)-445-6645
Update	View	Delete	1	Active		Melvin	Crawford	Dst Contact P...	Melvin_Crawford@dot...	(707)-923-2702
Update	View	Delete	1	Active		Frank	Cullinan	Dst Contact P...	Frank_Cullinan@dot...	(707)-834-1149
Update	View	Delete	1	Active		Ron	den Heyer	Dst Contact P...	ron_den_heyer@dot.c...	(707)-496-6608
Update	View	Delete	1	Active	john doe	John	Doe	Dst MSR Coord...	John.doe@dot.ca.gov	(555)-555-5555

< 1 2 3 4 > Last

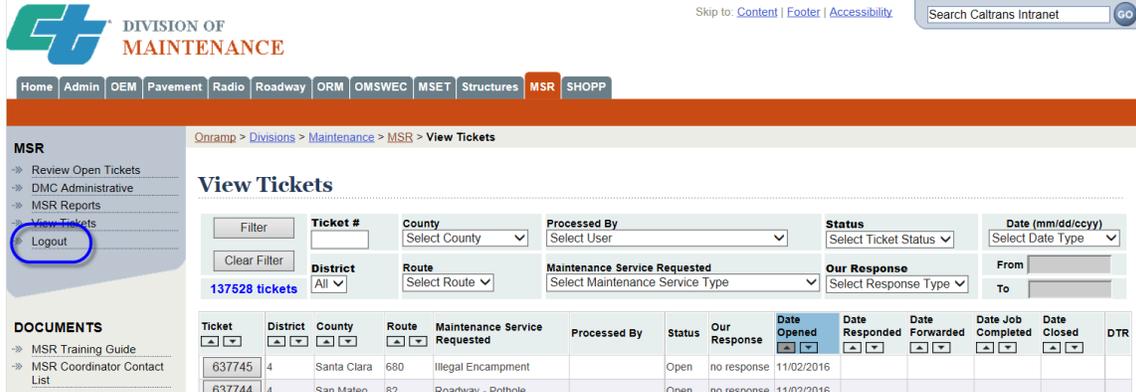
Message from webpage

Delete User?

OK Cancel

Logging Out

To log out of the CSR system, click **Logout** on the left-hand side of the screen.



Caltrans DIVISION OF MAINTENANCE

Skip to: [Content](#) | [Footer](#) | [Accessibility](#)

Home | Admin | OEM | Pavement | Radio | Roadway | ORM | OMSWEC | MSET | Structures | **MSR** | SHOPP

Onramp > Divisions > Maintenance > MSR > View Tickets

MSR

- Review Open Tickets
- DMC Administrative
- MSR Reports
- View Tickets
- Logout**

DOCUMENTS

- MSR Training Guide
- MSR Coordinator Contact List

View Tickets

137528 tickets

Filter County Processed By Status Date (mm/dd/ccyy)

Clear Filter District Route Maintenance Service Requested Our Response From To

Ticket	District	County	Route	Maintenance Service Requested	Processed By	Status	Our Response	Date Opened	Date Responded	Date Forwarded	Date Job Completed	Date Closed	DTR
637745	4	Santa Clara	680	Illegal Encampment		Open	no response	11/02/2016					
637744	4	San Mateo	R2	Roadway - Pothole		Open	no response	11/02/2016					

Appendix A - Role Acronyms and Definitions

ROLE	DEFINITION
CSL	Customer Service Liaison - Responsible for managing all facets of the district's CSR database. This includes inputting all CSRs and routing to responsible program (Maintenance or non-Maintenance), monitoring progress and closing completed requests, as well as notifying the reporting party of appropriate contact information for non-Caltrans issues.
CUST	Customer (anyone requesting maintenance service on a road in the California State Highway System)
CSR	Customer Service Request (ticket)
DDDM	Deputy District Director of Maintenance
DCHF	Maintenance Division Chief
ADMIN	Headquarters CSR Administrator – Creates new login credentials, resolves issues with CSR Software. Main point of contact with CSR Webmaster in IT Division
DCON	District Contact (Superintendent, Area Supervisor, ADA Liaison, Adopt-A-Highway Coordinator). Does not log in to CSR system, but is included in communications about the ticket(s) by email.
CC / BCC	Email contact – is included in relevant communications about specific CSR tickets by email.
RESP	Responsible Party (the person the CSR ticket is assigned to, assesses the ticket, directs or performs the needed work or repair) Field Crew Chief, ADA Liaison, Adopt-A-Highway Coordinator, Maintenance Manager, etc.
OTHR	Anyone listed in the CSR database as a potential email contact (CC/BCC) regarding and CSR issue
IT	Headquarters Admin – Liaison to IT/Webmaster

Appendix B - CSR Intake Form

1. California County - (Required): _____
2. State Highway Number/Route - (Required): _____
3. Direction of Travel - (Required): _____
4. Nearest Town/City - (Required): _____
5. Nearest Cross Street: _____
6. Mode of Transportation - (Required): _____
7. Date and Time of Day Did You Notice the Situation? - (Required):

8. Type of Service Requested - (Required):

9. Comment Field, "Please describe nature of the situation" - (Required):

10. Comment Field, "Please describe geographic location of the situation":

11. Email Address – (Enter customer’s complete e-mail address. If unavailable, then enter your official DOT e-mail address: *yourname@domain.type* / your.name@dot.ca.gov)

12. Customer Name and phone number (Optional)

13. Mode of Contact (Email, Walk-In, Phone, or Social Media) (Required):

14. Internal Comments- (CSR taken by, any additional information-